



Disney Dining

Opportunity at a Glance

Service Type: Inbound Customer Service Calls

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Service Revenue

Base Rate

\$4.50 USD / Interval (\$9 USD per hour)



Certification

Course Duration

Phase I
2/04/2019 – 3/06/2019

Phase II
Certification SOW
3/06/2019 – 4/15/2019

Class Times Offered

Monday – Friday

9:00 AM – 1:00 PM ET
6:00 PM – 10:00 PM ET



Service Intervals

Suggested 30 interval (15 hour) SOW

10 intervals (5 hours) required on Saturday and Sunday, or a combination of both

Intervals Available*
365 Days a Year
7 AM – 11 PM ET

Most Intervals Available*

7 AM – 12 AM ET
Friday, Saturday, and Sunday

**Subject to change based on client needs.*

Equipment Must Meet Platform Standards

[Click Here for System & Equipment Policy](#)



Equipment

Additional Client Program Technology Standards

- POTS (Plain Old Telephone) line – a hard wired, analog phone line (not digital) – is required to service.
- Smartphone or tablet that can download an app for a security token
- VOIP headset required for class and for servicing – A wired headset (wireless NOT allowed)
- Windows 7 or 10
- The operating system must be in English



Disney Dining



Client Overview

Service Type: Inbound Customer Service Calls

Walt Disney Parks and Resorts is one of the world's leading providers of family travel and leisure experiences, giving millions of guests each year the chance to spend time with their families and friends, making memories that last a lifetime.

What to Expect

Service Type: Inbound Customer Service Calls

What to Expect:

Servicing Disney Dining Reservations will involve taking calls from Walt Disney World Guests wishing to make reservations for Dining, Children's Activities and Cirque du Soleil performances. The Independent Business Owners and/or Client Support Professionals will service the Program by providing high level customer service to existing and new WDW Guests while matching their wishes and desires with relevant Walt Disney World products and services.





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Certification Course Details

Service Type: Inbound Customer Service Calls

Class Times Offered

Monday - Friday

9:00 AM – 1:00 PM ET
6:00 PM – 10:00 PM ET

100% attendance in instructor lead sessions is highly encouraged for success!

Read complete course policies [here](#)



Phase I

eLearning & Self-Paced Work

Dates: 2/04/2019 – 3/06/2019

This phase provides you with:
An overview of tools, knowledge, resources and practice call-time necessary to use client systems and provide quality service to client customers.

This course is:

- A combination of self-paced and instructor lead
- 4 hours per day of instructor-led sessions
- Self-paced modules and assessments daily

Phase II

Certification SOW

Dates: 3/06/2019 – 4/15/2019

This phase provides you with:
An opportunity to apply what you've learned in Phase I to live calls, while earning revenue!

Certification Completion Criteria

- Cumulative average of 90% for all quizzes and exams.
- A minimum passing score of 90% on at least 2 certification calls
- Must complete 100% of all Arise U coursework and class role play as assigned by the instructor

PLEASE NOTE – FOR SECURITY PURPOSES LEARNERS MUST ATTEND THE FIRST THREE DAYS OF CLASS TO CONFIRM LOGIN CODES,

Codes will be deactivated for learners who do not attend the first three days, and they will be removed from class.

Please ensure your agents attend.

Failure to take and/or complete any assessment may result in a drop from the course without reimbursement.



Enrollment Prerequisites

THIS OPPORTUNITY REQUIRES A BACKGROUND CHECK AND AFFIDAVIT OF IDENTIFICATION

Step One: A background check will be prompted once you start the enrollment process if you have never enrolled in a client program through the Arise Platform before, or if you haven't had one in the past six months.

- The background must be successfully completed within three business days. If this is not done, the learner will not be able to gain access to client systems

IMPORTANT INFORMATION REGARDING BACKGROUND CHECKS

Please note if you have frozen your credit, you will have to temporarily lift the credit freeze with Experian. You do not need to lift the freeze at the other credit bureaus. Please lift the freeze for a minimum of 10 days. You will need to wait at least 24 hours before attempting the background check.

If you have recently changed your name, it may delay or disrupt the background check. Please make sure that full and correct legal name is included in your profile and provided in the background check step. Also, please ensure the Experian is aware of your name change.

Arise uses First Advantage to complete the background checks. Under certain circumstances, First Advantage may reach out to you to clarify your information. Your prompt response to First Advantage will accelerate the process of completing your background check and enrollment.

Step Two: Notarized Affidavit of ID

A completed, notarized affidavit of identification with photo ID must be on file.

- This step can be skipped if you have already submitted a valid Affidavit of ID on a previous opportunity
- Click on the link to access the Affidavit of Identification: [Affidavit of Identification](#)
- Once completed, submit this form to AriseAffidavitOfIdentification@arise.com
 - Please make sure to include User ID/CSP ID in the subject line, along with the name of the client program you are enrolling in.

Please note:

- Arise will not process system access codes, required to attend the certification course, until ALL enrollment pre-requisites have been successfully completed and provided to Arise.
- If the learner is removed or dropped from the opportunity for failure to complete all steps listed above, no refunds will be provided.



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Service Level Requirements

Service Type: Inbound Customer Service Calls

Service level requirements vary and are subject to change

Failure to meet one or more of the service level requirements may result in termination of the SOW. The service level requirements may be modified from time to time upon commercially reasonable notice to the business.

Service Level Requirement	Certification SOW	Production SOW
Commitment Adherence	≥ 90%	≥ 90%
Quality (QA)	≥ 90%	≥ 90%
Guest Satisfaction Measurement (GSM)	≥ 85%	≥ 88%
Average Talk Time (ATT)	≤ 570 seconds	≤ 570 seconds
Points Per Hour*	≥ Goal (varies between 90 to 140 points per hour)	≥ 90

STAR metrics requirements vary and are subject to change

Star metrics and corresponding Incentives are included in the Production SOW. Certification SOWs do not include Star metrics.

Metric	*	**	***
Intervals Served	≥ 64	≥ 64	≥ 64
Guest Satisfaction Measurement	N/A	≤ 96%	≤ 96%
Average Talk Time	N/A	N/A	≥ 450 seconds
Incentive Amount	0%	0%	20%

Note: A rolling 30-day Commitment Adherence of 90% must be met in order to be eligible for the Star Service Revenue Incentive.



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Additional Information

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Log-in codes are confidential, user specific and will only be generated for confirmed course attendees

- To confirm a company's intent to attend, Arise may be contacting the call center owner or their agent registered to attend the certification course a minimum of 10 business days prior to the start of class.
- Failure to confirm your company's intent to attend will result in a delay of codes and may result in either removal from the course or placement into an alternate course. Please make every effort to provide a timely response.
- Commitment Adherence is critical to this program. Companies are responsible for ensuring that their agents service all intervals that have been accepted in StarMatic®.

[See Sample Statement of Work](#)

A company DOES NOT QUALIFY to participate in this program if any of the following applies to the company or their agent enrolling in the opportunity:

- Has a termination on file from any Disney Program.
- Has dropped from enrolled status in a client opportunity less than 4 weeks before expressing interest in this client opportunity.
- Independent Business Owners and/or Certified Professional is a current Disney cast member.
- **Are currently enrolled** in or are servicing in a Disney Program course. Due to system conflicts you can not service more than one Disney program.
- Must have at least 30 days elapsed since last Disney SOW or enrollment in a Disney class.
- Cannot be an Earmarked Travel Agent or Travel Agent that books Disney.

All call centers must ensure that their agents have a professional work environment, free from any background noise, when in class and when servicing.

DISCLAIMER

This Opportunity Announcement (OA) is intended as a summary of the applicable business opportunity. It is not a legal document, nor a comprehensive review of all terms included in the applicable Statement of Work (SOW).

You should thoroughly review each SOW prior to executing it. In the event of a conflict between the OA and the SOW, the terms of the SOW will take precedence. Arise recommends a thorough review of all policies prior to enrolling in the certification course.